

(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property  
Organization  
International Bureau



(43) International Publication Date  
23 December 2004 (23.12.2004)

PCT

(10) International Publication Number  
WO 2004/111774 A3

(51) International Patent Classification<sup>7</sup>: G06F 17/60

(21) International Application Number:  
PCT/US2004/017641

(22) International Filing Date: 3 June 2004 (03.06.2004)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:  
60/476,784 6 June 2003 (06.06.2003) US  
10/837,224 30 April 2004 (30.04.2004) US

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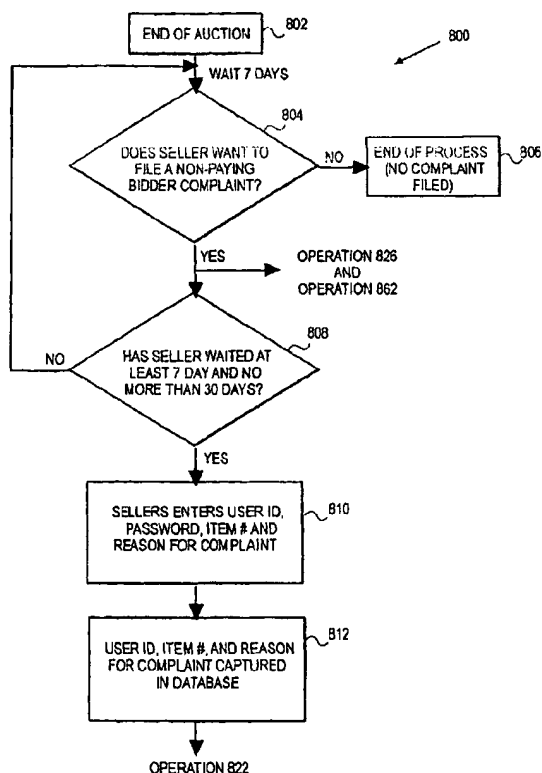
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(81) Designated States (unless otherwise indicated, for every  
kind of national protection available): AE, AG, AL, AM,  
AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN,  
CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI,  
GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE,  
KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD,  
MG, MK, MN, MW, MX, MZ, NA, NI, NO, NZ, OM, PG,  
PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM,  
TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM,  
ZW.

[Continued on next page]

(54) Title: AUTOMATIC DISPUTE RESOLUTION



(57) Abstract: A method and system for resolving disputes between parties involved in a network-based transaction is described. One aspect of the present invention seeks to automatically facilitate the restitution of value to parties of the transaction, for example, facilitated by a network-based commerce platform or involving a network-based payment service, where a dispute has arisen with respect to the transaction.

WO 2004/111774 A3



(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GI, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

(88) Date of publication of the International search report:  
26 May 2005

(15) Information about Correction:

Previous Correction:  
see PCT Gazette No. 10/2005 of 10 March 2005, Section II

Published:

- with international search report
- before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

# INTERNATIONAL SEARCH REPORT

International application No.

PCT/US04/17641

<b>A. CLASSIFICATION OF SUBJECT MATTER</b> IPC(7) : G06F 17/60 US CL : 705/37 According to International Patent Classification (IPC) or to both national classification and IPC		
<b>B. FIELDS SEARCHED</b> Minimum documentation searched (classification system followed by classification symbols) U.S. : 705/37 Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched WEST Text Search Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)		
<b>C. DOCUMENTS CONSIDERED TO BE RELEVANT</b>		
Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 5,878,139 (ROSEN) 02 March 1999 (02.03.1999) Col. 28, line 27 to Col. 30, line 29; Fig. 30A-30E.	1-40
Y	US 2002/0010591 A1 (POMERANCE) 24 January 2002 (24.01.2002) Tablss 2,3; paras. 6, 88, 97-102; Figs 5-7, 8A-8C, 9.	1-40
A	US 2002/0069182 A1 (DWYER) 06 June 2002 (06.02.2002).	1-40
A	US 6,766,307 B1 (ISRAEL et al.) 20 July 2004 (20.07.2004).	1-40
A	US 2004/0267559 A1 (HINDERER et al.) 30 December 2004 (30.12.2004).	1-40
A	US 5,895,450 (SLOO) 20 April 1999 (20.04.1999)	1-40
<input type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/> See patent family annex.		
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Date of the actual completion of the international search 23 February 2005 (23.02.2005)		Date of mailing of the international search report 9.8 MAR 2005
Name and mailing address of the ISA/US Mail Stop PCT, Attn: ISA/US Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450 Facsimile No. (703) 305-3230		Authorized officer Charles Kyle <i>for</i> Telephone No. (703) 305-4458